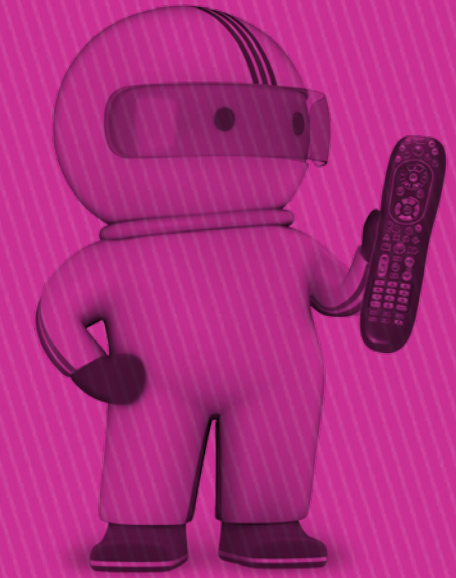




# Cox Advanced TV

With Cox Advanced TV, you'll experience 100% digital picture and sound, hundreds of channels and the ability to watch shows On DEMAND<sup>SM</sup> and on the go.





# Turn on the entertainment

Your Cox Advanced TV subscription comes with these great FREE features:

## TV Online

Enjoy shows from a growing list of over 20 programming channels that are just a click away, online or on your mobile device. Go to [www.cox.com/tv](http://www.cox.com/tv) and sign in with your Cox User ID and Password. Select a network and pick your show, then click 'Play' to watch instantly.

## Mobile Video Apps

Get access to mobile video apps including STARZ® Play, WatchESPN, Watch Disney, HBO GO®, TNT, CNN and many more so you can watch shows on your schedule.

Download the FREE Cox TV Connect App and FREE Cox Mobile Connect App from the Apple App Store<sup>SM</sup> or with the Android App on Google Play.

## Cox TV Connect\*

Watch live TV right on your iPad®, iPhone® or iPod touch® in any room of your house. Now you can take your favorite shows with you and turn any room into a TV room. Choose from up to 90 popular channels.

You'll never have to miss another minute of your favorite shows on popular networks like Disney Channel, HGTV, Food Network and many more.



Cox TV Connect



Cox Mobile Connect

\*Available to residential customers in Cox service areas. Cox TV Connect requires TV Essential or above and Cox Preferred, Premier or Ultimate internet service; DOCSIS 3.0 modem recommended for best viewing experience. Not all channels in TV service subscription may be available. STARZ® PLAY is only accessible in the U.S. and certain U.S. territories and requires a high speed broadband or WiFi connection. STARZ® PLAY is an authenticated service included with your subscription through participating cable, satellite and telco television providers. STARZ® and related channels and service marks are the property of Starz Entertainment, LLC. ©2013 Starz Entertainment, LLC. All rights reserved. HBO® and related channels and service marks are the property of Home Box Office, Inc. HBO GO® is only accessible in the US and certain US Territories where a high speed broadband connection is available. HBO GO® available free with HBO subscription. Limited to in-home viewing via Wi-Fi home network. Minimum connection of 3 Mbps required for HD viewing on laptop. Select titles not available in HD. Minimum 3G connection is required for viewing on mobile devices. Some restrictions may apply. Number of devices simultaneously viewing TV Connect may be limited. Other conditions may apply. iPad®, iPhone® and iPod touch® are registered trademarks of Apple Inc. Registered in the U.S. and other countries. Cox TV Online and Cox TV Online Apps are available to residential Cox TV customers. Access limited to Cox TV subscription services. WATCH Disney Channel, WATCH Disney XD, WATCH Disney Junior, WatchESPN require subscription to Cox TV service and to the relevant Disney and ESPN channels. Not all content may be available. Additional limitations may apply.



Cox TV Connect

## Cox Mobile Connect

Cox Mobile Connect lets you control and manage your home phone calls, view TV listings, view and pay your bill, locate a Cox Solution Store® and more. You can also visit [www.cox.com/mydvr](http://www.cox.com/mydvr) to schedule recordings online.

## HD

Get the most out of your HDTV with HD service from Cox. With 100% digital video and sound, you'll get a vivid picture and better HD experience. And with Cox, most HD programming is no extra charge. In most areas, HD channels are in the 1000s\*— see your included lineup for channel locations in your area.

## On DEMAND<sup>SM</sup>

Watch a wide array of shows and movies any time you like, most of them at no additional charge. See primetime shows starting the day after they air with My Primetime. Plus watch hit movies, with many available the same day as the DVD release and weeks before Netflix or Redbox.

\*Excluding Oklahoma, Arkansas and Kansas. On DEMAND service requires a digital receiver. A Cox Advanced TV HD receiver is required to access HD On DEMAND. On DEMAND may not be available in all areas. Some On DEMAND programming costs extra. Other restrictions apply.

The TBS, CNN, TNT and CN Cartoon Network logos are trademarks of Turner Broadcasting System, Inc., a Time Warner company. All Rights Reserved. CONAN is used with the permission of Conan Properties International LLC.



# And when you're ready for more...

## Cox Advanced TV Plus

Add the *Plus Package* to your Cox Advanced TV subscription to get access to Whole Home DVR service. Family members can watch recorded shows on any TV in the house, all from a single DVR. Plus, get up to 6x the storage capacity of our standard DVR.



Watch primetime shows from your favorite networks with My Primetime On DEMAND.

# Master your remote control

- 1** // Press Cable, DVD or AUX to select which device you want to control
- 2** // Return to viewing live TV
- 3** // Access your cable receiver options
- 4** // Replay the last seven seconds of a recorded program
- 5** // Instantly start recording live TV
- 6** // Cursor navigate the program guide and menu screens
- 7** // Page up or down while in the Guide
- 8** // Access additional options while using the Guide or menu
- 9** // Display all the programs available to view
- 10** // Raise or lower the volume
- 11** // Mute the volume completely
- 12** // Control the Picture In Picture functionality of the digital receiver or TV (not available on all TVs or digital receivers)
- 13** // Turn the selected device on or off (from #1). Press and hold the power key for three seconds to turn off all programmed devices
- 14** // One-click access to On DEMAND™ programming (On DEMAND menu button may not work in certain areas). You can also access On DEMAND by going to Channel 1
- 15** // Change the aspect ratio if the digital receiver supports HDTV
- 16** // Turn Closed Captioning on or off



- 17** // Control the DVR (these keys are also used to control a DVD or VCR)
- 18** // Display additional information about the program you selected
- 19** // Choose a highlighted program or menu option
- 20** // Return to watching a program when using the Guide or menu
- 21** // Display a listing of programs that have been recorded
- 22** // Access various program and interactive options
- 23** // Tune to the last channel
- 24** // Change the channel on the selected device
- 25** // Cycle through the favorite channels you stored in the cable receiver
- 26** // Manually select a channel to be watched. These keys are also used for programming the remote control
- 27** // Turn on the back lighting

## Say goodbye to remote control clutter

Your Cox remote not only controls your receiver, it can also be programmed to control your TV, DVD player, VCR or Audio receiver.

### Quick-Start Remote Set-Up

- 1** // Turn on the device you want to program
- 2** // Press and hold **MUTE** + **SELECT** together until one of the device buttons blinks twice, then release
- 3** // Press and release the desired device button (e.g., TV, DVD or AUX)
- 4** // Press and hold the **SELECT** button until the device turns off, then release

**Remote Support:** [www.remotes.cox.com](http://www.remotes.cox.com)



# Turn on your TV and digital receiver

Follow these simple steps to turn on your entertainment.

## To turn on the TV

Press  then 



## To turn on the digital receiver

Press  then 



## Changing the Channels

// If you know the channel number, enter it using the numbered buttons. Press  for immediate tuning


// Use the   buttons to go one channel up or down

// To see the previously tuned channel, press 

## Adjusting the Volume Level

// Use the   buttons to increase or decrease the volume

// To turn the volume off completely, press 

// To restore the volume and continue listening, press  again

**To activate your receiver, go to [www.cox.com/activate](http://www.cox.com/activate) or call 1-888-556-1193.**

NOTE: If a Cox Installation Rep has set up service for you, your receiver is already activated. There is no need to activate your receiver again.

# Get the most out of your HDTV

If you have a High Definition Television (HDTV) in your home but do not have HDTV service, you are not receiving true High Definition (HD) on your TV.\*

The shows and movies on an HDTV are not true HD unless you have HD service. With HD service you get a picture that is twice as clear as standard TV.

If you have an HDTV, you can switch out your current digital receiver for an HD receiver for no additional monthly fee.





\*In order to access most HD programming, you will need a Cox HD receiver or CableCARD™ and an HDTV. Local HD channels may be accessed with clear QAM HDTV sets and Cox TV Starter without an HD receiver or CableCARD.







# Using the Guide

The Interactive Programming Guide allows you to find the shows you want to watch, record or block.






## Information About Shows

-  Display the Channel Banner
-  Press again to display Quickinfo™ for extended program information
-  Display more pages of information
-  Press again to hide the Channel Banner









## Find Shows by Channel

-  Press to display the Guide
-  Browse by channel
-  Enter a channel number to jump directly to that channel number in the Guide
-  Scroll channels one page at a time







## Find Shows by Time/Date

-  Press to display the Guide
-  Browse by times *(hold to speed scroll)*
- Browse by Date**
  -  Press to display the Guide
  - Enter the number of days to jump ahead
  -  , then press  within two seconds.

## Find Shows by Theme

-  Press to display the Guide
-  Press the 'B' button
-  Scroll one page at a time
-  Highlight a desired theme
-  Display program list ( back to theme list)
-  Scroll programs
-  View selected program

## Find Shows by Title

-  Press to display the Guide
-  Press the 'C' button
-  Enter a letter and continue typing until your title appears
-  Press until title list is active
-  Highlight a title and display the title option box
-  View selected program

## Helpful Hints

// You can search for shows and movies up to one week in advance

// If you highlight the show you are interested in, a description of that show will appear in the Guide





# Control what your kids can watch

With so many choices, some parental control may be needed to block specific channels or programs by rating.

## Access Parental Control

- Display 'Quick Settings'
- Display more settings for all settings options

## Establish a Parental Control PIN

- Highlight 'Parental Control'
- Display initial PIN setup



## Customize Parental Control Settings

- Highlight a category such as 'Locked Channels' or 'Locked Ratings'
- Display category options
- Highlight an option
- Select the option to lock or unlock



## Activate Parental Control Settings

- Display 'Quick Settings'
- Highlight 'Activate Parental Control'
- Press 'Select' and enter your PIN
- Accept a confirmation

## Establish a Purchase PIN

- Display 'Quick Settings'
- Display more settings for all settings options
- Highlight 'Purchasing'
- Highlight 'Enable'
- Select 'Enable' and enter your PIN
- Accept a confirmation



## Important Information

Once you unlock a channel or program, ALL blocked channels and programs are unlocked until you:

- Power receiver off, then on again
- Manually turn Parental Control back on:
  - Select 'Quick Settings'
  - Select 'Turn on Parental Control'
  - Enter PIN. After you enter your PIN, all blocks will be restored

## Helpful Hint




// Remember to set up a PIN so you can prevent your children from accessing programs that aren't suitable. Make sure you're the only one who knows your PIN and that it's easy to remember

**NOTE:**  
Previously set up PINs will remain the same. If you have not previously set up a PIN, there may be a default PIN of **0000**.







# Watch, rewind and record with DVR

Never miss a show again. Follow these tips to record and manage your favorite shows.














## Record Live TV

-  Display recording settings
-  Highlight a recording option
-  Select option

## Schedule a Recording


-  Display the Guide
-  Highlight a channel
-  Highlight a future time
-  Display recording options
-  Highlight a recording option
-  Select to schedule the recording

## Use Keyword or Title Search to Record








-  Display the Guide
-  Display the 'Search Menu'
-  Highlight 'Keyword' or 'Title Search' option and select
-  Highlight a letter
-  Select to enter a letter *(Keep entering letters until your keyword or title search finds results.)*
-  Press until keyword or title list is active
-  Highlight a folder  Expand a folder
-  Highlight a title  Display options
-  Highlight an option
-  Display recording options
-  Accept the options



## Create Keyword Future Recordings





After typing in one or more keywords, press  to record future shows that match your keyword(s).

## Play and Stop Recorded Shows

-  Display the saved shows list
-  Highlight a show
-  Display saved shows options
-  Play the show
-  Stop playback and display options
-  Highlight an option and 












## To Resume Watching a Show









-  Display the saved shows list
-  Highlight a show to resume
-  Display saved show options
-  Resume playback

- 1 // Return to viewing live TV
- 2 // Control the DVR or selected VOD event
- 3 // Replay the last seven seconds of a recorded program
- 4 // Instantly start recording live TV
- 5 // Display a listing of programs that have been recorded

## Keep a Recorded Show Longer

-  Display the saved shows list
-  Highlight a show
-  Display saved shows options
-  Highlight 'Save Until Manually Erased'
-  Save the change and continue
-  Highlight 'Keep Longer'
-  Display the priority list
-  Move up the list to keep longer
-  Save the changes and continue

## Manage Scheduled Recording

-  Display saved shows
-  Display scheduled recordings
-  Highlight a show
-  Display show options
-  Display recording options
-  Highlight an option
-  Modify an option
-  Accept the changes and continue








# Series Manager





Stay on top of all your favorite series with Series Manager.

## Access Series Manager






-  Display saved shows
-  Display 'Series Manager'
-  Highlight a series

THEN

## Priority Options






-  Select series to display options
-  Press to make more important
-  Press to make less important
-  Save changes and continue

## Recording Options





-  Select series to display options
-  Select series recording options
-  Highlight an option
-  Modify an option
-  Accept the changes and continue

OR


## Repeat Options

-  Select series to display options
-  Select series recording options
-  Highlight an option
-  Select any combination of days
-  Accept the changes and continue

## Cancel a Series Recording

-  Select series to display options
-  Highlight 'Cancel Series Recording'
-  Select 'Cancel Series Confirmation'
-  Accept the changes and continue

## Helpful Hints

// Go too far when you're trying to skip through commercials on a recorded program? Use the  on your remote to automatically rewind exactly seven seconds

// You can only rewind live TV back to the time you started watching the channel



# Watch TV on your Schedule with On DEMAND<sup>SM</sup> from Cox\*

- // Get a wide variety of FREE On DEMAND shows and movies you can access any time
- // Watch primetime shows the day after they air with My Primetime
- // Access more than 10,000 movies, shows, music and more each month
- // Watch movies instantly in crystal-clear HD



\*Cox Advanced TV and digital receiver required. Digital-ready TVs and other devices equipped with a CableCARD™ require a Cox Digital receiver in order to receive On DEMAND programming. Some On DEMAND programming is extra. Availability of programming is based on the channels included in Cox Advanced TV subscription package. On DEMAND not available in all areas. On DEMAND Channels cannot be recorded. Other restrictions apply.

## FreeZone

Access thousands of hours of free shows from your favorite networks like Disney Channel, Nickelodeon, Comedy Central and ABC Family, available when it's convenient for you.

## My Primetime

Watch popular shows from networks like FOX, ABC, CBS and AMC for FREE starting the day after they air.

## Premiums

If you subscribe to **HBO®**, **SHOWTIME®**, **STARZ®** or **Cinemax®**, you can access the movies, series or documentaries on those channels at any time.

## Subscriptions

Get exclusive programming On DEMAND<sup>SM</sup> with monthly subscription services like Disney Family Movies, WWE Classics, Anime and Faith and Family Movies, plus many more!

## Movies

Enjoy tons of movies starting as low as \$1.00. Many new releases also available weeks before Netflix or Redbox.

## 3D Movies

Watch select releases and movie favorites in 3D. If you have a 3D TV, just tune to On DEMAND channel 1, select Movies, then 3D Movies.

## Helpful Hint

// Most movies you order On DEMAND are active for 48 hours so you can finish it later or watch it again

# Accessing On DEMAND<sup>SM</sup> is easy

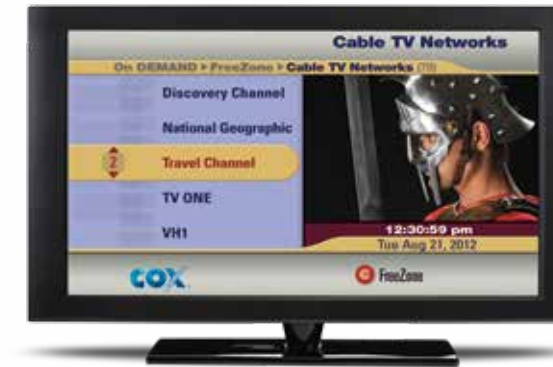
1 // Go to Channel 1  
or press your  
On DEMAND button



2 // Choose a category and  
press 'Select'



3 // Select a program type



4 // Pick a network or category



5 // Select a movie or show  
and watch instantly



# Troubleshooting

## **Q // Why do I have the message 'No Signal' (Source Not Found, Weak Signal)?**

A // This message may indicate that the TV is not tuned to the proper input or source. Press the 'TV' device button on the remote and then press the 'INPUT' button to change the input selection.

## **Q // Why do I get the message 'Temporarily Off Air' on my TV?**

A // This may be a signal issue. Check connections from the wall to the receiver to make sure they are secure. The cable wire should be secured in the 'Cable In' or 'RF In' on the back of the receiver. If they are secure and the problem persists, please visit us at [www.cox.com/support](http://www.cox.com/support) for additional assistance.

## **Q // Why isn't my remote working on my digital receiver?**

A // Try pressing the 'CABLE' button and then 'POWER'. If your receiver powers on or off, then try the same thing by pressing the 'TV' button and then 'POWER'.

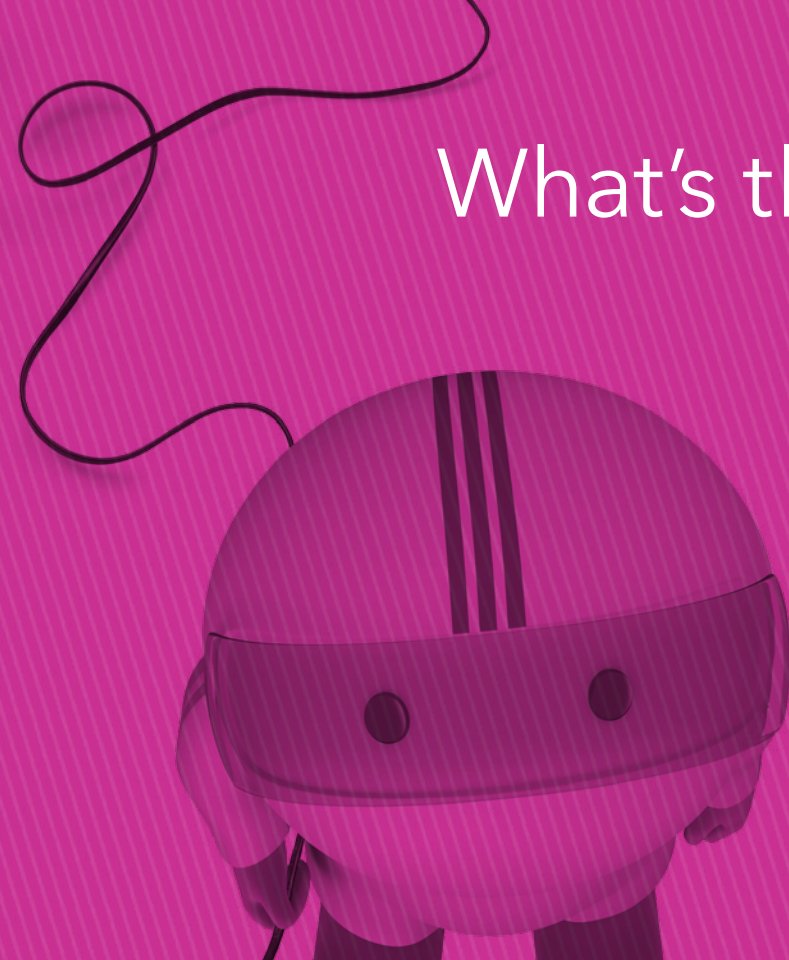
## **Q // The Interactive Program Guide (IPG) has no data or descriptions. How can I restore the data?**

A // First, make sure the cable wire is secured tightly to the back of the receiver. Then unplug the power from the receiver. Wait approximately 15–30 seconds before plugging the power back into the receiver to begin the IPG downloading process. This will take about five minutes to complete.

NOTE: While the Guide is downloading information, you can operate the remote control, but IPG information may be unavailable for those five minutes.

# What's the problem?

If you need more help, contact us at [www.cox.com/support](http://www.cox.com/support).



## Checking for Loose Connections

- // Finger-tighten all cables coming from the wall, receiver, splitter, TV and other devices
- // Verify the cable is not damaged. If the cable is damaged, contact support to schedule a service visit

## Resetting Your Digital Receiver

- // Disconnect the power to the digital receiver by either unplugging the power cord from the outlet or from the back of the cable box. Then wait 15–30 seconds
- // Reconnect the power to the digital receiver by either plugging the power cord back into the wall outlet or into the back of the digital receiver
- // Wait about five minutes for the digital receiver to reset. When the clock on your digital receiver activates, the reset is complete

## Checking Your TV Settings For Correct Input

- // Press the 'INPUT' button (may be labeled TV/VIDEO, SOURCE or Antenna) on the TV or the remote control that came with the TV
- // Select the option for TV on the menu displayed on the screen. It may be labeled Cable TV, CATV, CAB, Input 1, Video 1, Antenna 1, AV1, HDMI, DVI or another name (check your TV user manual)
- // Usually, the label describes the type of connection from the digital receiver to the TV (such as cable, AV, HDMI, DVI or component)
- // Or select each option one at a time, returning to live TV to see if the option restored the picture